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Bib Data Sheet

CONFIRMATION NO. 9529

<b>SERIAL NUMBER</b> 09/766,175	<b>FILING DATE</b> 01/18/2001 <b>RULE</b>	<b>CLASS</b> 705	<b>GROUP ART UNIT</b> 2165	<b>ATTORNEY DOCKET NO.</b> CSCO-38240
<b>APPLICANTS</b> Mark Buonanno, Sunnyvale, CA; Michael Swailes, Pleasanton, CA; Steve Quatrano, Lexington, MA; Jean Seo, Union City, CA; Chris Shenefield, Oakton, VA;				
<b>** CONTINUING DATA *****</b> <i>PR</i>				
<b>** FOREIGN APPLICATIONS *****</b> <i>PR</i>				
<b>IF REQUIRED, FOREIGN FILING LICENSE</b> <b>GRANTED ** 03/05/2001</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> met <input checked="" type="checkbox"/> not met Verified and Acknowledged	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Examiner's Signature <i>[Signature]</i> Initials <i>[Initials]</i>	<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 5	<b>TOTAL CLAIMS</b> 28 24
<b>INDEPENDENT CLAIMS</b> 7				
<b>ADDRESS</b> WAGNER, MURABITO & HAO LLP Third Floor Two North Market Street San Jose, CA 95113				
<b>TITLE</b> Proactive call and contact center system				
<b>FILING FEE RECEIVED</b> 1138	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	